

1.1. READING SKILLS

Reading is one of the fundamental language skills essential for gaining knowledge. A strong reading skill is crucial not just for academic success but also for doing well in professional settings. It involves the capacity to understand and interpret written material effectively. Someone who reads well often picks up good communication skills too. Therefore, reading is a necessary skill that one should start developing as early as possible.

Purpose of Reading - People read for various reasons. Reading helps us expand our knowledge and improves how we organise our thoughts and actions in day-to-day life.

Benefits of Reading -

- Good reading skills allow us to comprehend written materials such as books, texts, or documents.
- It supports the learning of other key language skills, including listening, speaking, and writing.
- Regular reading helps expand one's vocabulary by introducing new words, idioms, and expressions.
- It trains the brain to maintain focus and concentrate better.
- Enables us to quickly gather relevant information from a large volume of content.
- Boosts self-confidence through better understanding and language usage.
- Reading also offers enjoyment and relaxation—books can be trusted companions and source of comfort.

Types of Reading -

Skimming - Skimming is a technique used to grasp the general idea or main points of the text quickly. The reader glances through the passage to pick out important phrases, keywords, or key concepts. You don't need to read every word. For example, skimming is commonly used when browsing through a newspaper.

Scanning - Scanning is used when one is looking for a specific piece of information. The reader searches the text specifically for details like names, dates, or keywords. It is a practical method to locate facts using tools such as a table of contents or index in books and magazines.

Extensive Reading - This form of reading aims at getting a broad understanding of the content. It involves reading longer texts for enjoyment or gaining general insights, such as reading novels or business articles about current strategies, market updates, and trends.

Intensive Reading - Intensive reading focuses on shorter passages with the intention of understanding every word, fact, and detail. This method is used when accuracy is important. For

example, while reviewing official contracts, business deals, or legal documents, intensive reading is essential.

Table

<u>Type</u>	<u>Purpose</u>
1. Skimming	Used to get a quick overview or understand the main idea.
2. Scanning	Helps locate specific pieces of information.
3. Extensive Reading	Helps with general understanding or reading for pleasure.
4. Intensive reading	Involves thorough reading for detailed comprehension.

Objective /Very short, answer type questions :

Q1 What is reading skill?

A. Reading skill is the ability of a person to comprehend and analyse written text.

Q2. Which technique of reading is used for general understanding of the text or a book?

A. Skimming.

Q3. Which reading technique is used to locate a particular information in a book or written text.

A. Scanning.

Q4. Which reading technique is used to read longer texts for pleasure or understanding?

A. Extensive reading.

Q5. Which reading technique is used to read contracts, business deals, business mergers, public takeover, sales & purchase etc. ?

A. Intensive reading.

Q6. Name the linguistic skills.

A. Reading Skill , Writing skill , Speaking skill & Listening skill.

Q7. Which reading skill is used to read a newspaper or magazine ?

A. Skimming.

1.3 Home Coming - R N Tagore

Comprehension passages based on the text of the short story :

Passage -1

Phatik Chakravorti was ring leader — — — — — — — — — — drama was over.

Q1. Who was the ring leader of village boys?

Q2. What was the mischief that got into Phatik's head ?

Q3. What would be the reaction of the owner of the log ?

- Q4. Who sat down on the log ?
 Q5. Who seemed like a young philosopher?
 Q6. What was the young philosopher doing?
 Q7 What did Phatik do to maintain his regal dignity?
 Q8. Who did ignore the upcoming peril ?
 Q9. Why was Phatik frightened?
 Q10. Write the meaning of the following words and use them in your own sentences :
 Seconded , unanimously, saunter up , regal.
 Q11. Write antonyms of the following words :
 Angry, Timid , Fertile.
 Q12. Write synonyms of the following words :
 Mischief, Surprised.
 Q13. True or false :
 A) Phatik was meditating on the futility of games.
 B) Makhan beat Phatik and scratched his face.

Passage - II

Phatik wiped his face — — — — — where she was.

- Q1. Who came to bring Phatik home?
 Q2. Why did the servant use force on Phatik ?
 Q3. What did Makhan tell his mother?
 Q4. Why did Phatik beat Makhan?
 Q5. Why did mother call Phatik a little villain?
 Q6. Who was the stranger?
 Q7. Where did his uncle live?
 Q8. Supply antonyms of the following words :
 Previous , Lost , Stranger , Injustice
 Q9. Supply synonyms of the following words :
 Exhausted , Ashamed
 Q10. Write the meaning of the following words and use them in your own sentences :
 Patience , Critical , Sheepish.

Passage - III

The next few days— — — — — Makhan was unbounded.

- Q1. Why did mother consider Phatik a perpetual nuisance?
 Q2. What was mother's views regarding Makhan?
 Q3. What did Bishamber offer his sister?
 Q4. Why was mother fearful ?
 Q5. What did Phatik do that proves his generosity?
 Q6. True or false :

- He thought of his band of boy companions.

Q10. Write antonyms : Stupid, shy, backward, impossible.

Q11. Write four words from the passage that have a prefix used in them.

Q12. Write four words from the passage that have suffixes used in them.

Passage - VI

That night — — — — — holidays have come.

Q1 What happened to Phatik on his way back home?

Q2 What was Phatik's great fear?

Q3 Why didn't he come home?

Q4 Where did he go?

Q5 Who brought him back home?

Q6 What was his aunt's reaction?

Q7 What did Phatik mutter in fever ?

Q8 Whom did he expect to see?

Q9 What was the reaction of Phatik's mother ?

Q10 What were the last words of Phatik ?

Q11 Write the meaning : whirlwind ,moan , delirious , nuisance.

Q12. Fill in the blanks :

- Phatik had a bad ———— with a fit of shivering.
- The rain had been pouring in ———— all night.
- ———— — carried him in his arms.
- ———— don't beat me like that ! ———— I am telling the truth.
- The doctor said that the boy's condition was very——— .

1.4 Life Sketch of Sir Mokshagundam Visvesvaraya

Comprehension passages from the chapter :

Passage-I

He was appointed — — — — — from the government.

Q1. Where did he get appointed as assistant engineer?

Q2. Why was he not promoted as chief engineer?

Q3. What was his major contribution during his tenure of service in PWD?

Q4. Where were flood gates first installed?

Q5. Write antonyms : Promotion, refuse

Q6. Write meaning and use in your own sentences : unflinchingly, prejudice

Passage -II

Sir Mokshagundam Visvesvaraya— — — — — all India level.

- Q1. When was Hyderabad City hit with floods ?
 Q2. Who was invited to prepare a flood control and drainage system for Hyderabad?
 Q3. How long did it take to submit the report?
 Q4. Which project made him famous all over India?
 Q5. Write meaning and use in sentences of your own : Unprecedented, prominence
 Q6. Fill in the blanks :
 • Hyderabad city was hit by unprecedented——— .
 • He joined the Hyderabad government in ——— .

Passage -III

Sir Visvesvaraya ————— manufactured cars.

- Q1. When did he join Mysore state?
 Q2. Which factor accelerated industrial growth?
 Q3. What was special about Krishanraj Sagar Reservoir?
 Q4. Which industry was established by Sir Visvesvaraya in Mysore?
 Q5. Why did his project report regarding the automobile industry not materialise?
 Q6. Write meaning and use in sentences of your own : Persuasive, feasibility.
 Q7. True or false :
 • The Mysore iron and steel project provided employment to thousands of people.
 • The British government approved his plan to manufacture cars.

Passage -IV

However, Sir Visvesvaraya ————— President of India.

- Q1. Which company was started by Sir Visvesvaraya?
 Q2. Of which institution he was elected as president ?
 Q3. Which famous institutions were established by Sir Visvesvaraya ?
 Q4. Name the cities for which Sir Visvesvaraya prepared water supply schemes ?
 Q5. When did he get Bharat Ratna award?
 Q6. Write meaning and use in sentences of your own : Pioneer, unblemished

1.5 Life Sketch of Dr Abdul Kalam

Comprehension passages from the chapter :

Passage - I

- Q1. How long did he serve as president of India?
 Q2. In which prestigious institutions did he serve as scientist?

- Q3 What did he study at Madras Institute of Technology?
 Q4. What was his initial dream?
 Q5 What was his major contribution as chief scientific advisor to the PM ?
 Q6 Dr APJ Abdul Kalam was popularly known as _____ .
 Q7. Write meaning and use in your own sentences : accomplished, appointed
 Q8. Write two words from the passage that have suffixes used in them.

Passage II

Abdul Kalam _____ **his dreams.**

- Q1. What was his father?
 Q2. Who was his mother?
 Q3 Where was Dr Kalam born?
 Q4 What did he do to help his father?
 Q5 What did he study at Saint Joseph College?
 Q6 Where did he study aerospace engineering?
 Q7 Write antonyms : young , wealthy
 Q8. Write synonyms : meagre, ambition
 Q9. Use in sentences of your own: proceed, fortunes

Passage - III

After completing _____ **were developed.**

- Q1. Which famous scientist did he work with?
 Q2. Name the satellite that he developed at ISRO.
 Q3. Name the famous missiles that were developed under his guidance.
 Q4. True or false :
 • He started working independently in 1969.
 • Project Devil and Project Valiant were directed by Vikram Sarabhai.
 Q5. Fill in the blanks :
 • In the 1970s, he also worked on the development of _____.
 • In 1980, the government decided to initiate an advanced _____.

Passage - IV

Kalam stood _____ **Hyderabad.**

- Q1. When was he sworn in as President of India?
 Q2. Why was Kalam criticised ?
 Q3. What did he do after leaving the President's office?
 Q4. Fill in the blanks :

- Kalam was sworn in as _____ president.
- He was the _____ scientist to occupy Rashtrapati Bhavan.

Q5. Write synonyms : popular ,mercy, kindle.

Q6. True or false :

- He became a professor at IIM Shillong.
- He imposed president's rule in Bihar in 2005.

Q7. Write meaning and use in your own sentences : petitions, controversy.

Passage - V

Abdul Kalam _____ **hometown Rameswaram.**

- Q1. What is the name of Dr. Kalam's biography?
 Q2. Write the names of any two famous books written by him.
 Q3. Name the prestigious awards that were given to him.
 Q4. Which highest award did he get?
 Q5. How did he die?
 Q6. Where were the last rites of Dr. Kanam performed ?
 Q7. Write meaning and use in sentences : bachelor, siblings, collapse, rites

1.6 Narayana Murthy's speech at LBSNA, Dehradun

Comprehension passages from the chapter:

Passage I

It is a pleasure— — — — — **sound values.**

- Q1. Which award was given to Narayan Murthy?
 Q2. What was the topic of his speech?
 Q3. Why is a community called a unified multitude of people?
 Q4. What is a value system?
 Q5. True or false :
 • People shouldn't make modest sacrifices in the larger interest of society.
 • The value system comes under the domain of legality.
 • An organisation is not a representative of society.
 Q6. Identify the suffix used in the given words : individually , legality, commitment.
 Q7. Identify the prefix used in the following words : indeed, ahead.

Passage -II

There are two pillars — — — — — towards their community.

- Q1. What are the two pillars of the value system?
 Q2 Why does the author call Indian values as Western values?
 Q3 What is the critical support system of Indians?
 Q4. What do Indians think about the institution of marriage?
 Q5. What is unfortunate regarding Indian society?
 Q6. Fill in the blanks —
- We have tremendous——— to the family.
 - Parents make enormous —— for children.
 - We are apathetic to the ——.
 - Brothers and sisters —— for each other.
- Q7. Write antonyms : deep , old, responsible.
 Q8. Write synonyms : bygone , enormous.
 Q9. Use in sentences of your own : loyalty, sacrifice, sacred, affection, litter.

Passage -III

The primary difference — — — — — almost everyone.

- Q1. What type of societal orientation western people have?
 Q2. How do western people treat public places?
 Q3. How do Indians treat public places?
 Q4. What is the basic reason for corruption in India?
 Q5. What has eaten into the vitals of the Indian system?
 Q6. What is the impact of corruption on society?
 Q7. True or false :
- In India, people involved in corruption are condoned.
 - Indians keep their surroundings and public places clean.
- Q8. Fill in the blanks :
- They sacrifice more for the —— than us.
 - Society is relatively —— free in the west.
- Q9. Write meaning of the following words : graffiti, litter , bribery, substandard.

Passage - IV

Apathy in solving — — — — — this is the tragedy.

- Q1. How do Indians behave when they see any problem around them?

- Q2. How do western people respond when they see any problem around them?
- Q3. Why did the author submit a proposal for a new passport?
- Q4. What did Dr K L Rao suggest to solve the problem of drought ?
- Q5. What is the reason behind the apathetic attitude of Indians towards societal Problems ?
- Q6. Why are Indians not good decision makers ?
- Q7. Write meaning and use in sentences : proactively, apathy.
- Q8. Fill in the blanks :
- The story of ———— shortage in Bangalore is another instance.
 - This would eliminate frequent ———— to the passport office.

Passage -V

Our intellectual arrogance — — — — — conscious of none.

- Q1. How do Indians treat societies that are better than them?
- Q2. Who was Al Barouni?
- Q3. How did Indian pandits deal with Al Barouni ?
- Q4. What was the reaction of an Indian Pandit to a sound statement of Al Barouni ?
- Q5. What is the greatest fault of an individual?
- Q6. What is the most important attribute of a progressive society?
- Q7. True or false :
- Indian pandits enjoyed discussion with Al Barouni.
 - Indian society is aware of its faults .
- Q8. Identify suffixes used in following words : accomplishment, extensively.
- Q9. Use in sentences of your own : hypocrisy, contemptuous.

Passage -VI

If we have to progress — — — — — these organisations.

- Q1. What should Indians change to be a progressive society?
- Q2. How do Indians treat their failures ?
- Q3. What is accountability?
- Q4. True or false :
- In India, important people are less accountable.
 - In the west , people are accountable irrespective of their position.
- Q5. Identify prefixes used in the following words : incompetence, irrespective.
- Q6. Use in sentences : consecutive, apathy.

Passage -VII

Dignity of labour ————— incompetent work.

- Q1. What is dignity of labour?
- Q2. What type of work is respected in India?
- Q3. What is required to achieve success?
- Q4. Why does the author call Indians intimate without being friendly ?
- Q5. How do western people deal professionally ?
- Q6. Write antonyms : intellectual, incompetent.
- Q7 Write synonyms : intimate, overlook.

Passage - VIII

In India ————— succeed, globally.

- Q1. Why does the author refer to 'Indian standard Time' as late?
- Q2. What is meritocracy ?
- Q3. What is the impact of independent thinking in children?
- Q4. What do you mean by feudal thinking?
- Q5. Fill in the blanks :
 - In India, deadlines are not ————— .
 - Parents teach their children to be —————in thinking.
 - We still suffer from —————.

Passage -IX

Further, we Indians ————— younger generation.

- Q1. What is intellectual honesty?
- Q2. What do Indians fail to acknowledge?
- Q3 What is the cause of social problems?
- Q4. How does culture help a society?
- Q5. What guides our behaviour?
- Q6. Fill in the blanks :
 - A) ——— is the price of greatness.
 - B)——— welfare of the ——— people.
 - C) People that value its privileges above its principles soon loses———.
- Q7. Use in sentences. : welfare, privilege

Unit -II Fundamentals of Communication

2.1 CONCEPT AND PROCESS OF COMMUNICATION

Meaning of Communication: The word *communication* originates from the Latin term *communis*, which means "common." Thus, communication can be defined as the act of exchanging facts, ideas, opinions, or information in a way that fosters mutual understanding. While often associated with spoken or written language, communication also involves a range of direct or indirect, intentional or unintentional messages expressed through words, attitudes, body language, actions, and emotions.

In essence, communication is the total effort made by an individual to make themselves understood by others. It is a continuous process of expressing and understanding messages among individuals.

Characteristics or nature of communication :

1. Communication is essential in every managerial function—whether it be planning, organizing, staffing, training, or evaluating performance. It is the backbone of the management process.
2. It is continuous, just like blood flow is essential to human life. Without a steady flow of communication, no organization can function properly.
3. One of its core purposes is to create mutual understanding and foster collaborative human relationships.
4. Communication is a two-way activity. It is only considered complete when the receiver correctly interprets the message and gives feedback to the sender.

Process of Communication: Communication is a structured method involving the creation, transmission, and interpretation of messages. This process consists of several key elements:

1. **Sender:** The sender initiates the communication. This person is the source of the message, which may be delivered by speaking, writing, gesturing, or performing.
2. **Message:** The message refers to the information the sender wants to convey. It can include ideas, facts, instructions, or opinions and represents the main content of the communication.
3. **Encoding:** Encoding is the act of converting the intended message into verbal or non-verbal language, symbols, or gestures that both sender and receiver can understand.
4. **Channel:** This is the medium through which the message travels—from sender to receiver. It can be face-to-face conversation, telephone, email, radio, television, or any other means.
5. **Receiver:** The receiver is the individual or group intended to receive the message. Depending on the context, this person may listen, read, or observe.

6. **Decoding:** Decoding involves interpreting or translating the encoded message back into meaningful information.
7. **Feedback:** Feedback is the receiver's response to the message. It confirms to the sender whether or not the message has been understood. Once feedback has been received, the communication process is considered complete.

2.2 TYPES OF COMMUNICATION

Verbal communication: Verbal communication includes both spoken and written words. In this form, language serves as the medium through which the message is expressed. It can be broadly classified into oral and written communication.

Oral communication: This type involves spoken words as the medium. The speaker should follow the seven C's—ensuring the message is clear, concise, complete, correct, courteous, candid, and coherent. Examples: Phone calls, meetings, conferences, seminars, and group discussions.

Merits

1. Saves time: Oral communication helps in accomplishing tasks quickly. It's preferable when time is limited.
2. Cost-effective: Within organizations, talking saves printing, mailing, and paperwork costs.
3. Effective persuasion: When combined with appropriate gestures, spoken communication becomes a strong persuasive tool.
4. Encourages friendly relations: Promotes mutual understanding and harmony among individuals.
5. Instant clarification possible: Misunderstandings can be resolved on the spot through immediate interaction.

Demerits

1. Not ideal for lengthy messages: Long speeches often lead to missed details due to attention fatigue.
2. Low retention: Spoken words are often easily forgotten.
3. No legal standing: Since oral communication isn't permanent, it carries no legal weight.
4. Limited by distance: If there are no tech tools to connect two parties in different locations, conversation isn't possible.
5. Accountability issues: When misunderstandings happen, it becomes hard to determine who is at fault.

Written communication- This involves sending messages using written language. Such messages should be straightforward, clear, and answer potential queries.

Examples: Letters, circulars, memos, reports, notices, and bulletins.

Merits

- Accuracy: Written text is developed carefully, ensuring facts are presented correctly.
- Permanent record: Written communication can be stored and revisited any time, aiding long-term planning.
- Legally accepted: Written documents hold legal value and can be used in legal disputes.
- Establishes responsibility: Blame can be assigned in case mistakes arise, as everything is recorded.
- Wide reach: Messages can be sent globally without physical presence.
- Reference: Recipients can reread the message multiple times for better understanding.

Demerits

- Time-consuming: Writing, editing, and sending takes time.
- Involves more staff: Managers, typists, clerks, and messengers are often involved, which may affect confidentiality.
- Delayed feedback: Unlike oral communication, responses are not immediate.

Face to face communication: This form occurs when both communicator and recipient are in direct presence. It is often used along with oral communication.

Facial expressions play a crucial role in reinforcing the message. This method also allows for direct feedback.

Common in: Office meetings and informal group discussions.

Audiovisual communication: Uses images along with sound for mass messaging.

Common in: Television and films, which businesses often use for advertising. The government also uses this method for public awareness and initiatives.

Computer aided communication: Communication enabled through computers or the Internet is classified as computer-aided. The digital revolution has made the world more connected than ever.

Merits

- Fastest method: Information can be accessed instantly.
- Overcomes distance: With online connectivity, communication occurs regardless of location.
- Digital storage: Records can be saved on digital devices, compressed, and retrieved easily.
- Video conferencing: Saves travel time and cost by enabling online meetings.

Demerits

- No legal validity: Documents can be altered; hence, courts do not consider them fully reliable.
- Virus threats: Data may be lost due to malware attacks.
- Data leakage risks: Hacking or mishandling can result in information theft.
- Requires infrastructure: Lack of digital setup or internet access can limit its use.

2.3 BARRIERS OF COMMUNICATION

Anything that interferes with, alters, or blocks the clear flow of communication is considered a barrier. The presence of such obstacles often prevents the sender from receiving the intended feedback. To address communication breakdowns, it is important for the sender to identify the underlying issue. Changing communication strategies and using alternative methods may be necessary until effective communication is achieved.

Types of barriers

1. Physical barriers

- A. Channel Noise: Disruptions like background sounds, technical issues, unclear handwriting, or poor equipment can interrupt message delivery.
- B. Distance: Communication becomes challenging when the sender and receiver are far apart and lack the means to connect, such as remote teams without proper tools.
- C. Time: Timing is critical—the sender should consider the receiver's schedule and readiness to ensure messages are received properly.

2. Personal barriers - emerge from individual behaviors, attitudes, or interpersonal dynamics.

- A. Assumptions: Communication can break down when the sender assumes the receiver already understands, without accounting for their perspective.

- B. Mindset and Attitude: Closed-mindedness, unwillingness to accept new ideas, or rigid beliefs can block meaningful exchange.
- C. Receiver's Level: The message must be tailored with the recipient's background, language, education, and values in mind.
- D. Communication Skills: Ineffective delivery—such as hesitation, rambling, or poor articulation—can lead to misunderstandings.
- E. Language Limitations: Limited vocabulary or difficulty expressing thoughts clearly can cause semantic confusion.
- F. Listening Ability: Poor attention or frequent distractions often result in significant misunderstandings.

3. Organisational barrier -

- A. Hierarchy and Status: Strict organizational structures or a strong sense of status can discourage open dialogue. Subordinates may fear expressing opinions while superiors may not encourage upward feedback.
- B. Improper Channel Selection: Using an inappropriate channel for the message can hinder communication effectiveness.

Strategies to overcome barriers

Since communication is vital to any organization, the following practices can help enhance its effectiveness :

1. Clarity: Be sure of your message and plan it thoroughly before communicating.
2. Simple and Clear Language: Use plain, direct language that your audience will understand; avoid jargon or ambiguous words.
3. Feedback: Always seek feedback to confirm that your message was received and interpreted as intended.
4. Consistency: Ensure your actions and communications match, as inconsistency can undermine trust.
5. Organizational Structure: Foster a structure that supports open and constructive communication and encourages feedback.
6. Good Listening Skills: Listening with empathy ensures the communication process remains active and open.
7. Motivation: Aim to inspire and positively influence the receiver's attitude and actions.
8. Employee Orientation: Make sure team members understand the organization's values, rules, and objectives.

2.4 SPEAKING SKILLS: SIGNIFICANCE AND ESSENTIALS OF EFFECTIVE SPEAKING

Effective speaking is a key component of language skills. It enables us to share ideas and emotions in a way that reflects our personality. Inadequate speaking ability often leads to miscommunication.

Many struggle to express themselves clearly, either due to language limitations or a lack of practice with speaking skills. Different contexts require adjusted styles—for instance, what's suitable for a formal meeting differs from casual conversations at home. Regular practice and a positive approach can greatly improve speaking skills, foster confidence, and promote thoughtful self-expression.

- **Time Management:** Speakers should cover all major points within the allotted time and organize their talk accordingly.
- **Audience Engagement:** Maintaining eye contact and involving all sections of the audience, including those at the back, can make a speech more effective.
- **Appropriate Body Language:** Effective use of posture, gestures, and hand movements can reinforce the spoken message and reflect confidence.

2.5 LISTENING SKILLS: SIGNIFICANCE AND ESSENTIALS OF LISTENING

Hearing- Hearing occurs when sound waves travel through the air and reach our ears, creating vibrations that our brain interprets as sound. For instance, the noise of a truck moving down a road is something we hear. It is a natural, passive process that doesn't require conscious effort.

Listening – Listening, unlike hearing, is an active skill. It begins where hearing ends—when we concentrate on the meaning behind the sounds. Listening involves fully engaging our attention to understand, interpret, and evaluate what is being said. It requires coordination between our ears and brain to accurately grasp the speaker's message. To become a better listener, one needs consistent practice and deliberate effort. Listening doesn't just happen; it takes focus and willingness.

Advantages of good listening

- People who listen well tend to perform better in academics and the workplace.
- Listening plays an important role in the learning process.
- It enhances knowledge, sharpens critical thinking, and opens up more opportunities.
- Helps nurture strong personal and professional relationships.
- Reduces chances of misunderstanding or confusion.
- Makes it easier to find solutions to problems at home or on the job.
- Enables us to connect emotionally and exchange thoughts and ideas effectively.

- Strengthens decision-making and analytical reasoning skills.

Techniques / Essentials for effective listening

- Approach every conversation with an open and unbiased mindset.
- Sit attentively and keep eye contact with the person speaking.
- Greater interest usually results in more effective listening.
- Avoid making assumptions or judging what is said before the speaker finishes.
- Think critically while processing what is being heard.
- Refrain from interrupting; let the speaker complete their thought.
- Pay close attention to the speaker's facial expressions and body language to understand the full message.
- Jot down brief notes so that you can later summarize the message in your own words.

UNIT - III

Unit-III

Grammar and Usage

3.1 NOUNS

The name of a thing, a place, a person, an idea or a feeling is called noun e.g. Ambala, Cow, Table, Class, Mohan etc.

Kinds of Nouns

1. Proper Noun

2. Common Noun

3. Collective Noun

4. Material Noun

5. Abstract Noun

1. Proper Noun is the name of a particular person/place/thing e.g. Mohan, Ambala, table etc.

2. Common Noun is a general name for a person/place/thing of the same kind or class e.g. boy, bus, college, bank etc.

3. Collective Noun is the name of a group e.g. army, family, team, class etc.

4. Material Noun is the name of material or substance e.g. glass, steel, gold, water etc.

5. Abstract Noun is the name of some quality/ idea/action / feeling e.g. goodness, sweetness, friendship, childhood etc.

Exercise

Identify nouns in the following sentences

1. My brother lives in Australia.
2. Radha is cooking the food.
3. The Sun is rising in the East.
4. I live in Ambala City.
5. The shopkeeper has sugar.
6. Kalidas is known as the Shakespeare of India.
7. She is singing a melodious song.
8. A crowd of people is coming towards the stadium.
9. Arun gave me a new mobile phone yesterday.
10. This ring is very precious.

3.2 Pronouns

A Pronoun is a word that is used in place of a noun i.e. he, she, they, it, her, them, me etc.

Types of Pronouns

1. Personal Pronouns
2. Reflexive Pronouns
3. Demonstrative Pronouns
4. Indefinite Pronouns
5. Possessive Pronouns
6. Reciprocal Pronouns
7. Relative Pronouns
8. Interrogative Pronouns

1. Personal Pronouns: Personal Pronouns are used for persons including first person, second person and third person.

First Person: I, my, me, we, our, us.

Second Person: You, Your, Yours

Third Person: He, She, It, His, Her, They, Their, Them etc.

2. Reflexive Pronouns: Reflexive Pronouns are used when subject and object of a sentence are the same e.g. myself, ourselves, yourself, himself, herself, itself, themselves.

3. Demonstrative Pronouns: Demonstrative pronouns are used to point out certain objects within a sentence e.g. this, that, these, those, none, neither etc.

4. Indefinite Pronouns: Indefinite Pronouns refer to persons or things whose number or quantity is indefinite e.g. some, any, a few, all, little etc.

5. Possessive Pronouns: A possessive pronoun is a pronoun that is used to indicate possession or ownership e.g. his, yours, hers, mine, ours, theirs etc.

6. Reciprocal Pronouns: Reciprocal Pronouns are used when two or more nouns are engaged in same thing or reciprocating to each other or one another in some action. There are only two reciprocal pronouns i.e. Each other & One another e.g.

1. Jagjeet and Abhijeet are laughing at each other.

2. We should not cheat one another.

7. Relative Pronouns: Relative Pronouns are placed before the nouns i.e. which, whom, whose, who etc. e.g.

1. That is the boy who abuses me.

2. The girl who is studying is very intelligent.

8. Interrogative Pronouns: Interrogative pronouns are used for asking questions i.e. who, what, why, when, how, whom, which etc.

Exercise

Identify Pronouns in the following sentences:

1. They love each other.

2. This is my home.

3. He does his homework daily.

4. Those are naughty children.

5. Something is better than nothing.

6. This is the girl who hit me.

7. Where will you go?

8. Neither of you is happy.

9. She herself completed this task.

10. Nobody will take care of him.

3.3 Articles

Articles are demonstrative adjectives linked to nouns. They have a grammatical function of identifying the noun as noun rather than describing it. In terms of position, articles precede nouns e.g.

- a) Mohan gave me an apple.
- b) I put the book on the table.

Types of Articles

- a) 'A' & 'An' are Indefinite articles as they denote indefiniteness.
- b) 'The' is definite article because it is used to denote some particular person or thing.

Use of Indefinite Article A OR An

1. The Indefinite Article 'A' or 'An' is used before countable nouns. e.g.

- a) I have an apple.
- b) Gopal is a teacher.

2. We use the Indefinite article 'A' or 'An' when we refer to a thing for the first time e.g.

- a) Once there was a crow.
- b) I saw an elephant.

3. The Indefinite Article 'A' is used before a word beginning with consonant sound e.g.

- a) A consonant with consonant sound.
A dog, A book, A boy etc.
- b) A vowel with consonant sound.
A one rupee note, A university etc.

4. The Indefinite Article 'An' is used before a word beginning with a vowel sound e.g.

- a) A vowel with vowel sound.

An apple, An inkpot etc.

b) A consonant with vowel sound.

An M.A, An honorable person.

5. The Indefinite Article 'A' or 'An' is used before countable and uncountable adjectives e.g. a few and a little meaning a small number/quantity e.g.

a) There is a little milk in the jug.

b) There are a few students in the class.

6. The Indefinite Article 'A' or 'An' is used before certain nouns, which describe the kind of a particular person e.g.

a) Sandya is an M.A.

b) Prince is a genius.

7. The Indefinite Article 'A' or 'An' is used before an abstract noun e.g.

a) She had a wisdom that was rare.

b) You had an imagination that was amazing.

8. The Indefinite Article 'A' or 'An' is used before the names of professions e.g.

a) Suresh is a doctor.

b) I am a professor.

9. The Indefinite Article 'A' or 'An' is used before such words as reward, punishment, penalty, salaries e.g.

a) Ram was given a higher salary on promotion.

b) Geeta was given a reward for her excellent social service.

10. The Indefinite Article 'A' or 'An' is used with degree of adjective much when it is used in the sense of very much e.g.

a) This is a most beautiful scene.

b) This is a very interesting story.

Use of the definite Article 'The'

1.) The definite Article 'The' is used before the names of the following:

a.) The names of rivers, islands, mountain ranges, valleys, oceans, deserts, seas, canals gulfs, trains, ships and planes: historical events, movements, historical buildings, newspapers, holy books, wind, magazines etc. e.g.

The Ganga, The Yamuna, The Andaman and Nicobar, The Himalayas, The Kashmir Valley, The Kullu Valley, The Indian ocean, The Arctic ocean, The Sahara desert ,The Panama canal, The Kuwait Gulf, The monsoon, The west wind, The Gita, The Bible The Ramayana The Vedas, The Mahabharata, The Tribune, The Golden Temple, The Taj, The First World War, The Non Co-Operation Movement, The Shatabdi etc.

2.) The definite Article 'The' is used when we particularise a person or a thing e.g.

a.) This is the player who won the National Award for this year.

b.) This is the teacher who was teaching in the class yesterday.

3. The definite Article 'The' is used before nouns, which refer to persons, events and things already mentioned e.g.

a) Once there was a crow. The crow was very thirsty

4.The definite Article 'The' is used before the superlative degree of adjectives e.g.

a) Rohan is the best player of our team.

b) Radha is the cleverest girl in the class.

5.The definite Article 'The' is used before the comparative degree e.g.

a) The faster you run, the nearer the goal comes

b) The more you work, the better it is.

6. The definite Article 'The' is used before the person or the thing that is quite obvious e.g.

- a) Please shut the door.
- b) Give me the pen.

7. The definite Article 'The' is used before the names of countries, which consist of many parts but are taken as a single unit e.g.
The United Kingdom, The United Nations etc.

8. The definite Article 'The' is used before certain nouns e.g. English, French, Russian, Greek, German, etc. when they imply people in general of a particular country e.g.

- a) The French live in France.

9. The definite Article 'The' is used before a singular common noun representing a whole class e.g.

- a) The dog is a faithful animal.
- b) The rose is sweet when smelt

10. The definite Article 'The' is used before unique objects and objects of strength e.g.

The Earth, The Sun, The Sky etc.

Omissions of Articles

1) Article is not used before the names of towns, countries, persons, mountains, railway stations, universities, streets, lane, road, square, days of a week, the months, games, language etc.

2) Article is not used before an abstract noun used in a general sense e.g.

- i) Honesty is the best policy.
- ii) Happiness is an inner state of mind.

3) Article is not used before the words King and Queen if they are followed by the name of the king or queen e.g.

+ King George V., + Queen Elizabeth II.

4) Article is not used before certain branches of knowledge e.g.

i) Radha does not like to study Chemistry.

5) Article is not used before material nouns e.g., gold, silver, iron and steel etc. e.g.

i) Iron is known as black gold.

ii) Gold is a precious metal.

6.) Article is not used before uncountable nouns, e.g., milk, water, music, sugar rain etc. e.g.

i) Air is necessary for plants.

ii) Water is necessary for life.

Exercise

Fill in the blanks in the following sentences with suitable articles if necessary.

1. English has become..... international language

2. Pardeep is..... best boy in our class.

3. His wife is..... European.

4..... sun sets in the West.

5. She is..... most intelligent girl in our class.

6.....Ganga is a holy river.

7. I like..... purse you gave me.

8. Hardeep is best singer of our school.
9.Tribune is my favourite newspaper.
10. He had always hoped that his son would go to university.
11. girl in jeans is my neighbour.
12. He was struck by arrow.
13. She is..... untidy girl.
14. I read..... Gita every day.
15. She is most intelligent girl in our class.
16. He gave me..... one rupee note.
17. He is kind to poor.
18. He is..... boy who stood first.
- 19..... Mumbai is a metropolitan city.
20. He bought..... knife from the market.

3.4 Verbs (Main & Auxiliary)

Verb is a word which expresses an action or tells something about a person or a thing. There are two types of verbs: Main verb & Auxiliary verb.

Types of Main Verbs

- (1) Transitive Verbs -Transitive verbs need a direct object to complete their meaning. The action of the verb is directed toward something or someone e.g.

- a) Ram kicked the ball.
- b) Geeta bought a pen.

(2) Intransitive Verbs: Intransitive verbs do not require a direct object. They express actions that do not transfer to an object e.g.

- a) The child laughs.

Auxiliary Verbs

Auxiliary verbs are verbs that help the main verb to form tense, mood, voice and sometimes to form negative sentences or Interrogative sentences e.g. do, be, have, will, would, can, could, must etc.

Types of Auxiliary Verbs

There are two types of auxiliary verbs

1. Primary Auxiliary Verbs.
2. Modal Auxiliary Verbs.

Primary Auxiliary Verbs: do (do, does, did) ,be (am, is, are, was, were, being, been), have (has, have, had) e.g.

- a) I don't like smoking.
- b) He was walking fast.

Modal Auxiliary Verbs

Will

- 1.To express future tense with 2nd & 3rd person
- 2.To express determination with 1st person.
3. In conditional sentences

- a) He will help you.
- b) I will kill you.
- c) You will pass if you work hard.

Shall

- 1. To express future tense with 1st person.
- 2. To express determination with 2nd & 3rd person

- a) We shall play a match next Sunday.
- b) You shall complete the homework within a week.

Would

- 1. In Indirect Narration
- 2. In conditional sentences
- 3. To express polite request

- a) He told me that he would reach Delhi the next day.
- b) Would you mind closing the door, please?

Should

- 1. In Indirect Narration
- 2. To express duty/ advice
- 3. lest ----should

- a) Walk slowly lest you should fall.
- b) We should obey our parents.

Can

- 1. To express ability/ capacity
- 2. To express possibility

- a) I can run very fast.
- b) Anything can happen now.

Could

- 1. To express ability/capacity in the past
- 2. To express polite request

- a) I could run very fast when I was young.
- b) Could you pass the salt, please?

May

- 1. To express possibility
- 2. To express permission
- 3. To express wish/pray

- a) Ekam may come today.
- b) May I come in?
- c) May God bless you!

Might

- 1. In Indirect Narration
 - 2. To express permission in the past
 - 3. To express well known facts
- a) He asked me if he might go home then.
 - b) He might use my phone when he was in Delhi.
 - 3. You might hear of Gandhi ji.

Ought to

- 1.To express moral duty

- a) You ought to help them.
- b) We ought to serve our parents.

Used to

- 1. To express habitual facts in the past.
- a) We used to play Kabaddi in childhood.

Dare

- 1. To express courage.
- a) How dare you abuse me?
- b) He daren't go in dark at night

Need

- 1. To express necessity.
- a) Today is holiday, you needn't go to school.
- b) Need I help you in this matter?

Must

- 1. To express compulsion
- 2. To express determination
- 3. To express duty/obligation
- a) We must defend our country.
- b) You are ill, you must consult a doctor.

Exercise

1. He..... pass this time as he has worked hard.
2. If you had worked hard, you..... have passed.
3. She came here so that she..... meet her children.
4. You _____ not touch that vase, it's very fragile.
5. There's a chance it _____ rain later this afternoon.
6. If I were you, I _____ apologize for the bad behavior.
7. I finish this project before the deadline.
8. You _____ try this new restaurant; it has amazing reviews.
9. You _____ respect your elders, no matter what.
10. She _____ speak three languages fluently.

Answers

- 1.may 2. would 3. might 4. must not 5. might
6. would 7. must 8. should 9. should 10.can

3.5 Tenses

Present Tense

(1) **Present Indefinite Tense**

Affirmative: Sub.+ V1/V1+s/es+Obj.

Negative: Sub.+do/does+not+V1 +Obj.

Interrogative: Do/Does+Sub.+ V1+ +Obj?

Words: - usually, every day, universal truth, habitual fact, often, seldom, always, commentary, daily.

- a) I go for morning walk daily.
- b) He does not take tea.
- c) Do you know him?

(2) **Present Continuous Tense**

Sub + is/am/are (not)+ V1+ing+ obj.

Words: - next week, tonight, now-a-days, at this moment, now, at present, these days.

a) What are you doing at present?

(3) **Present Perfect Tense**

Sub + has/have + v3+ obj.

Words: - just, never, ever, so-far. Till now, lately, recently, already, yet, before.

a) I have seen this movie before.

(4) **Present Perfect Continuous Tense**

Sub + has/have been + v1+ ing + obj+ since/for + time.

Words: - Since/for + time.

a) Sita has been writing a song since morning.

Past Tense

1.) Past Indefinite Tense

Affirmative: Sub.+V2+Obj.

Negative: Sub.+did+not+V1 +Obj.

Interrogative: Did+Sub.+ V1+ +Obj?

Words: - Last, yesterday, ago, before.

a) Mohan bought this car last month.

2.) Past Continuous Tense

Sub+was/were+V1+ing +Obj.

While V1+ing < When > V2

The servant was sleeping when I reached home.

3.) Past Perfect Tense

Sub+had+V3+Obj.

had V3 <before > V2

The patient had died before the doctor came.

4.) Past Perfect Continuous Tense

Sub + had + been+ V1+ing + Obj+ since/for + time.

Words: - Since/for + time

He had been waiting for the train since morning.

Future Tense

1.) Future Indefinite Tense

Subject+will/shall+V1+Object.

The doctor will visit our campus tomorrow.

2.) Future Continuous Tense

Sub +will/shall+be+V1+ing+Obj.

Radha will be studying for her test tonight.

4.) Future Perfect Tense

Sub + will/shall+ have +V3+ Obj.

We will have taken tea by 10 p.m. today.

5.) Future Perfect Continuous Tense

Sub + will/shall have been + V1ing + Obj+ since/for + time.

Geeta will have been working on his project for three hours.

Exercise

1. My servant.....(leave) me two weeks ago.

2. Bad students..... never(work) hard.

3. The police..... (catch) the thief last night.
4. I..... (save) fifty hundred rupees last month.
5. This is February. Then the next month.....(be) March.
6. She..... (write) a book on English nowadays.
7. Sugar..... (cost) thirty rupees a kilo.
8. My uncle just..... (arrive) from Kolkata.
9. He..... (work) in the bank since 2023.
10. Kashmir..... (call) heaven on the earth by people.
11. They..... (do) our homework. Do not disturb them.
12. I (reach) the shops before they.....it. (close)
13. Neha.....(watch)T.V. when her father came.
14. If you.....(invite)me I would have attended your party.
15. I.....(live) here since 2020.

Answers

1.left 2. work 3.caught 4.saved 5.willbe 6.is writing 7.costs 8.has arrived
9.has been working 10.were shouting 11.are doing 12.had reached,
closed 13. was watching 14. had invited 15.have been living .

UNIT - IV

WRITING SKILLS

4.1 SIGNIFICANCE, ESSENTIALS AND EFFECTIVENESS OF WRITTEN COMMUNICATION

Meaning of Written Communication: Written communication is the process of communicating information, ideas, opinions, instructions, or feelings through written words. Examples include letters, e-mails, notices, reports, applications, memos, circulars, messages, articles, and official documents.

Significance of Written Communication:

- **Permanent record:** Creates a record that can be referred to later.
- **Clarity of information:** Gives the writer time to organize ideas clearly.
- **Legal evidence:** Official written documents may serve as evidence in legal or administrative matters.
- **Wide reach:** Written messages can be distributed to many people.
- **Complex information:** Detailed information can be presented and reviewed carefully.
- **Accountability:** Written records help establish responsibility.
- **Professionalism:** Proper writing creates a professional impression.
- **Future reference:** Documents can be stored and consulted later.

Essentials / Principles of Effective Written Communication:

- **Clarity** – The message should be easy to understand.
- **Conciseness** – Avoid unnecessary words and repetition.
- **Correctness** – Grammar, spelling, punctuation, and facts should be accurate.
- **Completeness** – Include all necessary information.
- **Coherence** – Ideas should be logically connected.
- **Appropriate language** – Language should suit the audience and purpose.
- **Proper organization** – Information should follow a logical sequence.
- **Consideration** – The writer should consider the reader's needs.

The 7 Cs of Communication:

C	Meaning
Clarity	Easy to understand
Conciseness	Avoid unnecessary words
Correctness	Accurate grammar and facts
Completeness	All necessary information
Concreteness	Specific and definite information
Courtesy	Polite and respectful
Consideration	Consider the reader's needs

Objective / Very short, answer type questions :

Q1. What is written communication?

A. Written communication is the exchange of information, ideas, or messages through written words.

Q2. Name any four essentials of effective written communication.

A. Clarity, conciseness, correctness, and completeness.

Q3. What is meant by clarity?

A. Clarity means presenting a message in a way that is easy to understand.

Q4. What is the purpose of written communication as a permanent record?

A. It allows information to be stored and referred to later.

Q5. What are the 7 Cs of communication?

A. Clarity, Conciseness, Correctness, Completeness, Concreteness, Courtesy, and Consideration.

4.2 NOTICE WRITING

Meaning: A notice is a short and formal written announcement intended to provide information to a specific group of people.

Important points: A notice should clearly state what is happening, when and where it will happen, who is concerned, and any necessary instructions.

Format:

NAME OF INSTITUTION

NOTICE

Date

Title / Heading

Body of notice: event/activity, date, time, venue, participants, instructions.

Name / Signature / Designation

Example: YOUR COLLEGE — NOTICE — Date: 11 August 2026 — TECHNICAL WORKSHOP. All students are informed that a workshop on Artificial Intelligence and Machine Learning will be conducted on 20 August 2026 from 10:00 a.m. to 1:00 p.m. in the Seminar Hall. Interested students should register by 17 August 2026.
Your Name, Student Coordinator.

Objective / Very short, answer type questions :

Q1. What is a notice?

A. A short and formal written announcement providing information to a specific group.

Q2. Mention any four details normally included in a notice.

A. Date, time, venue, and purpose/event details.

Q3. What type of language is used in a notice?

A. Brief, clear, formal, and informative language.

Q4. Why should a notice be concise?

A. Because it is intended to communicate essential information quickly.

4.3 OFFICIAL LETTERS AND E-MAILS

Official Letters – Meaning: An official letter is a formal written communication between individuals, institutions, organizations, businesses, or authorities.

Characteristics: Formal, clear, concise, polite, correct, well-organized, and purpose-oriented.

Format of an Official Letter:

Sender's Address → Date → Receiver's Address → Subject → Salutation → Body → Complimentary Close → Signature / Name

Body of the letter: Introduction / purpose → relevant details → request or conclusion.

Example: Subject: Request for Permission to Attend a Technical Workshop. Sir/Madam, I am a student of the Computer Science Department and request permission to attend a technical workshop on Artificial Intelligence scheduled for 20 August 2026. The workshop will provide useful academic and practical exposure. I therefore request you to kindly grant permission. Yours faithfully,
Your Name.

E-mail: E-mail (Electronic Mail) is a method of sending and receiving messages electronically through the internet.

Important fields: To – primary recipient; Cc – recipients receiving a copy for information; Bcc – recipients receive a copy without other recipients seeing their addresses; Subject – brief statement of purpose.

E-mail format:

To → Cc / Bcc → Subject → Greeting → Body → Closing → Name / Contact details

Objective / Very short, answer type questions :

Q1. What is an official letter?

A. A formal written communication used for official or professional purposes.

Q2. What is the purpose of a subject line?

A. It briefly tells the recipient the purpose of the communication.

Q3. What does CC mean?

A. Carbon Copy.

Q4. What does BCC mean?

A. Blind Carbon Copy.

Q5. What is e-mail?

A. Electronic Mail, used to send and receive messages electronically.

Q6. Name the three main parts of the body of an official letter.

A. Introduction, relevant details, and conclusion/request.

4.4 FREQUENTLY-USED ABBREVIATIONS USED IN LETTER-WRITING

Abbreviation	Full Form
ASAP	As Soon As Possible
FYI	For Your Information
RSVP	Please respond
PS	Postscript
CC	Carbon Copy
BCC	Blind Carbon Copy
Encl.	Enclosure
Ref.	Reference
Dept.	Department
Govt.	Government
Ltd.	Limited
No.	Number
DOB	Date of Birth
ETA	Estimated Time of Arrival
ETD	Estimated Time of Departure
i.e.	That is
e.g.	For example
etc.	And so on
PTO	Please Turn Over
TBA	To Be Announced
TBD	To Be Decided / Determined

Objective / Very short, answer type questions :

Q1. What is the full form of ASAP?

A. As Soon As Possible.

Q2. What is the full form of FYI?

A. For Your Information.

Q3. What is the full form of RSVP?

A. Répondez s'il vous plaît / Please respond.

Q4. What is the full form of PS?

A. Postscript.

Q5. What is the full form of Encl.?

A. Enclosure.

Q6. What is the full form of PTO?

A. Please Turn Over.

4.5 PARAGRAPH WRITING

Meaning: A paragraph is a group of related sentences that develop a single main idea.

Structure: Topic sentence → Supporting sentences → Concluding sentence.

Qualities of a good paragraph:

- Unity – all sentences focus on one central idea.
- Coherence – ideas are logically connected.
- Cohesion – sentences are connected using suitable linking words.
- Completeness – the topic is adequately developed.
- Clarity – the meaning is easy to understand.

Types of paragraphs: Descriptive, Narrative, Expository, and Persuasive.

Example – Importance of Time Management: Time management is an essential skill for students because it helps them balance academic responsibilities and personal activities. A student who manages time effectively can complete assignments, prepare for examinations, and participate in other activities without unnecessary stress. Creating a daily schedule and setting priorities helps students use their time efficiently. Therefore, effective time management contributes to academic success and personal development.

Objective / Very short, answer type questions :

Q1. What is a paragraph?

A. A group of related sentences developing a single main idea.

Q2. What is a topic sentence?

A. The sentence that introduces the main idea of a paragraph.

Q3. Name the three basic parts of a paragraph.

A. Topic sentence, supporting sentences, and concluding sentence.

Q4. What is unity in paragraph writing?

A. The quality of keeping all sentences focused on one central idea.

Q5. Name four types of paragraphs.

A. Descriptive, Narrative, Expository, and Persuasive.

4.6 NETIQUETTES

Meaning: Netiquette is a combination of “Internet” and “Etiquette.” It refers to the rules and principles of proper, polite, responsible, and respectful behaviour while communicating online.

Importance: Good netiquette promotes professionalism, prevents misunderstandings, protects privacy, reduces online conflict, and improves digital communication.

Important rules:

- Be respectful and polite.
- Avoid writing everything in CAPITAL LETTERS.
- Think before sending a message.
- Use appropriate and professional language.

- Respect privacy and do not share personal information without permission.
- Avoid spam and unnecessary messages.
- Use meaningful subject lines.
- Reply within a reasonable period.
- Use emojis carefully in professional communication.
- Verify information before sharing it.
- Respect different opinions.
- Proofread professional messages before sending.

Netiquette checklist for e-mail: Correct recipient, appropriate subject, proper greeting, clear message, polite language, correct attachment, suitable CC/BCC, checked grammar and spelling, professional signature.

Objective / Very short, answer type questions :

Q1. What is netiquette?

A. The rules of polite, responsible, and respectful behaviour on the internet.

Q2. What is netiquette a combination of?

A. Internet and etiquette.

Q3. Why should unnecessary use of CAPITAL LETTERS be avoided?

A. It may be interpreted as shouting.

Q4. Why is privacy important in online communication?

A. Personal information and content should not be shared without permission.

Q5. Mention any four rules of netiquette.

A. Be respectful, protect privacy, avoid spam, and verify information before sharing.

LONG / DESCRIPTIVE ANSWER QUESTIONS

Q1. Explain the significance, essentials, and effectiveness of written communication.

Q2. Explain the 7 Cs of effective communication.

Q3. Describe the format and characteristics of notice writing.

Q4. Explain the format of an official letter with a suitable example.

Q5. Explain e-mail writing and its important components.

Q6. Discuss frequently-used abbreviations in letter-writing.

Q7. What is paragraph writing? Explain its structure and qualities.

Q8. Explain the different types of paragraphs with examples.

Q9. What is netiquette? Discuss its importance and major rules.

Q10. Differentiate between an official letter and an e-mail.